

Meeting Highlights

EPMO SDLC Workgroup

DAY: Wednesday, June 8, 2011

TIME: 9:00 A.M. – 12:00 P.M.

LOCATION: Department of Insurance

(Dobbs Building, 430 N Salisbury Street, Raleigh, Conference Room 2238)

Meeting Called By:	SDLC Workgroup Members
Meeting Purpose:	OSC State Approver (Vicky Kumar) & DOT Feedback on Modular Workflow, Agile Readiness, Review Action Items
Attendees:	<p>Present:</p> <p>Gayle Robinson, Department of Insurance Chris Cline, NC Community College System Ann Tyndall, Department of Public Instruction Gaye Mays, Statewide Enterprise Project Management Office Cheryl Ritter, Department of Transportation Subha Sridharan, Department of Health & Human Services</p> <p>Not in attendance:</p> <p>Beau Garcia, Department of Insurance Ronda Jones, Dept. of Public Instruction Michele Jackson, Dept. of Revenue Arun Kumar, Dept. of Health & Human Services Laquita Hudson, Information Technology Service – can no longer attend Bill Kelly, Department of Revenue – can no longer attend</p>
Guests:	Vicky Kumar, OSC

DOT Feedback on Modular Workflow

Cheryl met with DOT project managers to get their feedback on the workflow. The following were their comments:

- Overall feedback was “lukewarm”.
- PMs feel empowered to do the work but not allowing them to use agile principles
- Need to track customer satisfaction as project success factor; this is a major principle of agile methodology.
- How will moving requirements in sprints be viewed & assessed by EPMO QA?
- Will more change request be viewed as negative?
- Are there contract issues to be considered when a vendor proposes using agile?
- Can the registration project limit be moved from \$500K - \$1MM, which would allow for more agile projects within agencies without having to follow workflow requirements?

Questions for the Agile Consultant – a list of questions was drafted for Vicky Kumar to send to her contact (see separate document).

Agile Readiness Assessment – the team will review the PMO Council document that Cheryl provided and be prepared at our next meeting to discuss.

Burndown Chart – the team agreed that we do not have a good understanding of the burndown chart and processes. Team members will research and bring information to a future meeting. It was suggested that Gayle and Beau conduct a training session for the team since they currently work with burndown charts.

Future Work – the original intent of the team was to address changes needed to the workflow and artifacts for infrastructure and hardware only projects, not just agile development projects. Do we still want to pursue this? It was determined that Arun Kumar had interest in this issue. We will discuss with Arun at a future meeting.

Discussion with Vicky Kumar – Vicky is the state approver from OSC for all projects in the PPM Tool. She reviewed her role and that of the other state approvers. One new area for OSC is an independent review of projects that includes more scrutiny of budget costs & project monetary benefits. Vicky looks at the information in the Cost Tracking tab and reviews the length of the project schedule. She indicated that a more in-depth review took place at Gate 1, with more focus on change request and resolution of issues raised at Gate 2 and 3. All approvers look at scope, schedule and costs. A new area for the EPMO is duplication of systems, for example if an agency has a case management system in operation this must be reviewed to determine if it will work at an agency initiating a new request for case management.

Vicky commended the group for taking on changing the Project Workflow for agile/iterative development and stated that she though you could make agile work at state government but it would be a mindset change. She believes that overall the workflow document was OK. She suggested looking at the various artifacts to determine if they could be simplified for agile. An updated Gate Check List for use by agencies would be beneficial. She thought that state approvers may need more information regarding project change request and deliverables if moved from on sprint to another.

Vicky has persuaded an agile consultant that she knows to attend our July meeting and she will forward the Modular Workflow, recommended Agile Assessment documents and our list of questions to him prior to our July meeting. Many thanks to Vicky for handling this, a great opportunity for the workgroup.

New Action Items:

- Ask the EPMO to update the state approver role document with OSC and EPMO new areas of review – Gaye
- Get feedback from Kathy Bromead on the possibility of raising the registration project limit from \$500K - \$1M – Gaye
- Can the EPMO add back the Customer Satisfaction Survey – Gaye
- How/who set the 5% over phase cost benchmark for requiring change request? Can this be increased for agile? – Gaye
- Research information to share with the team regarding Burndown Charts – Team
- Review the PMO Council documentation that Cheryl provided, focus on the agile readiness assessment – Team
- Ask Beau if his group can provide a training session on the burndown chart process. - Gaye

Agenda for Next Meeting

- Discussion with Agile Consultant
- Review PMO Council Agile Readiness Assessment document (if time allows)
- Review Action Items
- Future meeting – address workflow for infrastructure and hardware only projects

ACTION ITEMS / NEXT STEPS			
No.	Item	Assigned To	Status
1.	Kathy will investigate whether hours on the PPM tool status tab can be eliminated since the burn-down chart could really suffice for the staffing plan.	Kathy	Open
2.	Ask the EPMO to update the state approver role document with OSC and EPMO new areas of review	Gaye	Open
3.	Get feedback from Kathy Bromead on the possibility of raising the registration project limit from \$500K - \$1M	Gaye	Open
4.	Provide presentation on the process for hosting delivery and provisioning to workgroup	Donna Spaulding (Brian's replacement)	Open
5.	Can the EPMO add back the Customer Satisfaction Survey for agile projects?	Gaye	Open
6.	Share lifecycle working document that Kathy is working on with Nevin Fouts.	Kathy	Open
7.	How/who set the 5% over phase cost benchmark for requiring change request? Can this be increased for agile?	Gaye	Open
8.	How is O&M transition being done within DHHS?	Subha	Closed – out of scope
9.	EPMO Standardize on whether or not to justify “No” responses on agency document checklist	Kathy	Closed – out of scope
10.	Research information to share with the team regarding Burndown Charts	Team	Open
11.	Ask Beau if his group can provide a training session on the burndown chart process.	Gaye	Open

12.	Follow-up with Bob Giannuzzi on including Agile best practices, lessons learned, etc. on PMAG monthly meeting agenda	Gaye	Open
13.	Review PMO Council documents; focus on “Agile Readiness Assessment”.	Team	Open
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Note: See prior month’s minutes for details of items already closed.